



AVP TELEPRESENCE

July 10, 2020



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64M
WORK HOURS
T-83 DAYS



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**BELIEF THAT IT IS
ACHIEVABLE AND
WE CAN MAKE IT SO**



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ALL IN

VS

OPT IN



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**AFFORDABLE, EFFICIENT
& RELIABLE SERVICE
VS
COSTLY & HEROIC
SERVICE**



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**BE PURPOSE DRIVEN
INSTEAD OF FEAR
DRIVEN**



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**OUR PURPOSE IS TO OPERATE
A FINELY TUNED OPERATIONAL
SERVICE MACHINE THAT
PROVIDES AFFORDABLE,
EFFICIENT & RELIABLE SERVICE**



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OUR FIRST TEST



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**NO EXTRA
TRANSPORTATION**

**NO LATE
TRANSPORTATION**



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Unauthorized Extra Trips and Late Trips

- Effective July 13 all extra trips and Postal caused late trips are unauthorized contractual commitments



Unauthorized Extra Trips and Late Trips

- Follow Management Instruction MI SP-G4-2006-2
- Area Vice President is the ratifying official and must ratify and submit to COO
- Area Vice President will call COO daily if extra trips or late trips occur the prior day to discuss next steps



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B x C x M x D x V x F > R

B = Belief that change is achievable and confidence we can make it so

C = Courage to act in the presence of fear and to take risks

M = Message saturation so everyone understands why the change needs to happen and their role, responsibility & expectation

D = Dissatisfaction with the status quo

V = Vision of what is possible

F = First intentional action steps

R = Resistance to change



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Surrender Our Resistance

- Fear of failure
- Fear of repercussions and personal impacts
- Fear of making the wrong decision
- Fear of the unknown
- Fear that the new way may not be better



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Surrender Our Resistance

- No obvious need
- Loss of control
- Closed mindedness
- Unwillingness to learn
- Concern about support systems
- Creatures of habit



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COVID COMMAND UPDATE

Simon Storey

Vice President Employee Resource Management



COVID-19 Areas of Focus

- Reinforce social distancing and proper use of face coverings
- Ensure social distancing signage is prominently displayed in all facilities
- Face covering orders by jurisdiction – now available on Playbook tab
- Pulse Report and key metrics

